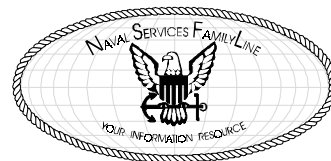


OMBUDSMAN JOURNAL



Issue 45

Published by NAVAL SERVICES FAMILYLINE
Formerly known as The Navy Wifeline Association

Summer/Fall 2001

Family Readiness

Ashlie Counts-Jenkins, Ombudsman Journal Editor

How many of you plan to be in a car accident in the future? Or how many of you are prepared to lose a loved one on a routine flight across country? Or lose your spouse while they are at their desk in the Pentagon or at work in an office building? Unfortunately, the reality of these situations has brought to the forefront the pressing need for family readiness on all fronts, not just for military spouses.

OK, we've all heard the term "family readiness" at some point in time while performing our jobs as Ombudsmen, Navy spouses, etc, but what does it really mean? It means that a family, not just a Navy family, but *any* family should be as ready as possible to contend with any situation that life throws their way. Now that I said that, I don't think ANY of us were ready to contend with the tragedy of the USS Cole and certainly couldn't have been prepared to cope with the "Attack on America" of September 11th. But we can learn lessons from these tragedies and *try* to be as prepared as possible for unplanned occurrences in our lives.

Typically, before deployments military spouses go



over many things that might come up while the service member is away. But how many of us are prepared to have something happen to **us** while the service member is gone? This is something we need to take into consideration as well, when talking about family readiness, so... when you read the rest of the information that is in this issue of the *Ombudsman Journal*, be sure to apply it to both spouses!

What does a family need to have to be ready for any contingency? Well, in some instances it depends on where you live. Weather in different parts of the country will create a demand for different items of readiness. Earthquakes in California, tornados in the Midwest and South, floods anywhere in the country, and hurricanes along the East Coast and Gulf Coast are examples of drastic events that require preparation. Be sure to ask spouses to check in with you as soon as

(See Family Readiness on page 5)

INSIDE THIS ISSUE

Family Readiness	1,5
Preparing for a Crisis	2
Bupers Forum	3
Naval Reserve Ombudsman News	4
Loose Lips Sink Ships	6,7,8
CNO Ombudsman-at-large Letter	7
Msg from SecDef	8
Personal Affairs Record	9-14

PREPARING FOR A CRISIS

From the Hampton Roads Fleet and Family Support Center
Catherine Stokoe, Director

Even though the nation is in shock over what happened Sept 11, it is important to begin planning toward the future. Disasters such as this can destroy communities, but may also hold potential for positive outcomes such as commitment to mission, and increased cohesiveness within our military family. Ombudsmen are in the unique position to help both commands and families.

Preparing for a crisis is an oxymoron, but experience from the past has shown there are some things you can do in advance that could make facing a crisis at your command a little easier.

- Make sure you know who your CO/XO/CMC and Chaplain's spouses are, and that you have their telephone numbers.
- Establish a call tree. It's a more personal and confidential method to share information.
- Maintain a current command roster.
- Keep your command careline up-to-date so families are used to calling it on a regular basis.
- Contact your Fleet and Family Support Center to check that your name and phone numbers are correct on the roster they use to provide information to clients.
- Have a plan in place to take care of your children or pets. It's easier to help others when you know your family is being cared for.
- Attend ombudsman assembly meetings and training opportunities. They are a great way to network with other ombudsmen, then, during a crisis; you'll feel more comfortable calling on them for assistance.
- Keep the telephone number for your local public affairs office and type command or squadron readily available.

If your command is not directly involved in the crisis, the following are some ways you can assist those who are:

- Contact your local Fleet and Family Support Center and volunteer to assist with their increased volume of telephone calls.
- Reassure your family members via your careline; call tree or web site that sailors attached to your command are safe and not involved in the crisis.
- Attend training on working with the media and be available so that ombudsman directly involved in the crisis does not have to go on camera.
- Relieve the ombudsmen who are directly involved to allow them time to rest.

Although many people can get through the stress caused by a traumatic event by using their own support systems, others may need professional help to allow them to gain a sense of control and well-being. Keep resource files current for referrals. And, most importantly, remember you have each other, a support system with the potential to help maintain perspective and find understanding during those times when we are caught in traumatic events. By maintaining a strong sense of community among ourselves, we can be resilient.

BUPERS FORUM

by Rocky Whray, Ombudsman Program Manager

A TIME OF CONTEMPLATION AND A CALL TO ACTION

I'm writing this the day after possibly the most stirring speech I've ever heard. Of course, you know the one I'm talking about. We now know that we have a President and Commander-in-Chief with the intelligence and fortitude to lead us forward into the uncertain future. The struggle ahead may be the defining event for modern civilization. As American citizens we will all have a role in the survival of our society of free men and women. As part of the Navy family, we also must serve. As Ombudsmen, you will be called upon to focus your incredible dedication, professionalism, and experience to support the command and our family members to an extent that you may never have had to do in the past. It is a time to ensure that you have a current command roster. Naval Reservists recalled to active duty may become members of your command and must be included in the roster. In some cases the Reservist's family may be with them or they may be staying at home. This home may not be located in the proximity of the command. Please reach out to these family members and make sure that they know who you are and what support you can provide. Many of them may not know or understand about the benefits and services available to them because of their Sailor's activation. They probably won't know where to turn for help and that is when your training as a Information and Referral specialist will be invaluable. There may be a Reserve Ombudsman assigned to the recalled Sailor's unit. I recommend that you learn who it is and contact them as well. They can be a valuable source of information about the reservists and can help make the transition onto and off active duty easier to execute. Information that may help you and the family members, both active duty and recalled Reservists can be found on the Navy's Family Ombudsman Program Website <http://www.persnet.navy.mil/pers66/ombudsman1/start.htm> and on the Naval Reserve Ombudsman Website <http://www.lifelines2000.org/ombudsman/index.asp>

As the Command Family Ombudsman, you will be expected to have all of the latest command information. Certainly, you will often be privy to

current information. Some will be available for dissemination to command family members. Some will not. This is determined by the command. It is important that you not be part of contributing to rumors. If you don't know anything, say so! If you know something that the command does not want released yet, say you don't know anything but as information is released, you'll share it. I realize that I'm preaching to the choir, but sometimes a timely reminder can help us all avoid the embarrassment of doing something we really didn't want to do in the first place.

For those commands that don't have Ombudsmen appointed, it's not too late to try to find somebody with the qualifications needed to do an effective job. For those with Ombudsmen assigned and not yet trained via the Ombudsman Basic Training Course, now is the time to contact your supporting Fleet and Family Support Center (FFSC) to arrange training as soon as possible.

You are all eager to serve effectively and I am proud of each and everyone of you for what you have done and what you will do. But please remember, you must never forget that your own family, needs and deserves your time as well. This is a difficult time for them too and you are important to them! Also be careful, in your fervor, to think about your own health and well being; don't wait until you are already burned out before you attend to yourself!

In the last issue, I said I would talk about the importance of professionally training our Ombudsmen. I expect you'll forgive me for saving it for a future issue.

God bless you and God bless America!!!

Liberty is the right to choose. Freedom is the result of the right choice. Anonymous

The right to be let alone is indeed the beginning of all freedom. Supreme Court Justice William O.

Douglas

NAVAL RESERVE OMBUDSMAN NEWS

by Yonna Diggs

Ombudsman-at-Large, Naval Reserve Force

On September 11th the very foundation of what American stands for was challenged by terrorist attacks in New York City and Washington, DC. As our country prepares to defend our beliefs and values that have made this nation great, we must be prepared to support our uniformed service member and their families.

As Naval Reserve Ombudsman, we must be poised and ready to assist our country in helping them meet the defense mission. As the Naval Reserve Ombudsman-at-Large, I am proud of the men and women who have stepped up to the plate to assist in helping prepare our families for deployment or mobilization of their family member.

The Reserve Community is diverse and extends to every region of this nation. Many of our families may live in isolated areas that are miles from the nearest military support installation.

It is now essential for us to assess our tools that are required to aide our families. I suggest that as we prepare our families for potential call-up of the Naval Reserve member, that we also update our information that we will utilize to assist them. Here are a few suggestions:

1. Consult your Commanding Officer for how he/she would like communications to flow during deployment. Be sure to have names and numbers of all points of contacts.
2. Talk with your Point of Contact in the Command about receiving an updated command roster to allow you to contact family members if needed.
3. Update your resource files to make sure it has accurate and current information. Make sure that your resource file encompasses agencies from all areas that you will provide support.

4. Discuss with your Commanding Officer, about how you should handle the media if you are approached.

Remember that as Ombudsmen we are part of a team. If you need assistance from myself or other Ombudsmen in the field, we are ready and willing to assist you in anyway possible. I urge our more experienced Ombudsmen to mentor the new Ombudsmen and those that have not yet received Basic Training. Be sure to consult "your" support system, when you need time for you.

Thanks for your heartfelt efforts that you have given in support of the Navy's mission. If I can be of assistance to you, you may reach me at (800) 675-5728 or email at forceombudsman@gonavy.net / Yonna.Diggs@cnet.navy.mil

Respectfully,
Yonna Diggs

Naval Reserve Ombudsman-at-Large



they can after a weather emergency. The service members are very concerned about their families and the sooner you can reassure them about the safety of their family, the better. The local resources (city, county, and state) that are available to you, as an Ombudsman will have a list of items that they recommend are on hand to cope with emergencies and be sure that the command families are aware of them as well.

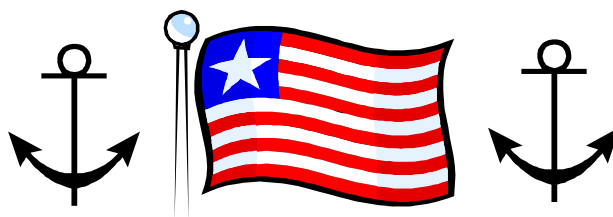
Both spouses also need to be aware of all family financial information and *where* it is. There is a list that starts on page 9 of the *Journal* that Naval Services FamilyLine has in the Financial and Personal Affairs booklet that has been reprinted for your use. Please feel free to copy it or request copies of it from NS FamilyLine via email at nsfamline@aol.com. (Please put Ombudsman Coordinator in the subject line.)

In addition to the financial and personal affairs checklist there are a few other things to consider. Here is short list of questions that everyone needs to be able to answer.

- Does just the service member have a will and not the other spouse? Tsk, tsk, tsk! Both spouses should have a will and the Navy Legal Assistance Office will do one for each of them, for free! See if your command can set up a "Will Day" and help them spread the word to the spouses.
- Do **both** spouses know where **ALL** the medical records (including children and pets) are kept? And the address and phone number?
- What about information concerning children? If the children are in day care and the military spouse is deployed, who else knows where they are? What plans have been made to have your children taken care of in case the spouse at home is injured or hurt?
- It is also a good idea for **all** spouses to carry an "In case of emergency card" in their wallets. (This includes the CO and XO spouses as well.) Be sure that the spouses list the Ombudsman as a point of contact, as she/he should have an emergency data card on all the spouses in the command. This emergency data card should list name, address, phone number, place of employment, birthday (to verify age), children, ages of children, schools/childcare arrangements, hurricane evacuation place (if that is a possibility) with telephone number and a person to contact in case the spouse is incapacitated in some way.

- Although a gruesome thought, after the Attack on America, people were asked to come up with DNA samples for their loved ones. This is something I would NEVER have thought about before the Attack on America, but something we should be prepared to have handy.
- Even divorced spouses need to be aware of what plans have been made or who has been designated a beneficiary on their ex-spouses behalf, especially if children are involved.
- If you are married to a "handyspouse", one who does repairs on the house and/or cars, it is a good idea to have someone in place to handle these responsibilities BEFORE the washer breaks, you need new tires, or something else catastrophic happens that you are unprepared for. In certain households, the car is not JUST a car, and having knowledge about it before the spouse leaves is a necessity. Have a TRUSTED mechanic that won't take advantage of lack of knowledge.
- In this day of email and easy communications, don't forget to have the "snail mail" address of the spouse. There are times that email communications are shut down (not always due to mission requirements) and it is important to remember that there is another way to communicate.

We certainly can't cover everything and every situation that may or will arise. As Ombudsmen, you have been trained to handle just about any crisis, but there are always situations that exist that we can't train for. Remember, there are MANY resources available to you and be sure to ask for help when you need it. Ombudsmen suffer from stress and worries just like any other spouse, so be aware that it's OK to ask for help when you need it. The more prepared our families are, the easier it is for them when a tragedy or crisis strikes. We will never be fully prepared to handle tragedies like the USS Cole or the World Trade Center attack or the attack on the Pentagon, but we can learn from these incidents to be as prepared as possible.





Loose Lips Sink Ships ***And other communications tips***

By Laurie Capen



After the terrible events of September 11th, there is clearly concern among the entire country as well as our Navy. There is a lot of talk on the news about our military's capabilities and mission readiness. Our Commander-in-Chief, President Bush, has said the military is to "Get ready." But what about our families? Are we ready for the missions and challenges that lay ahead? Where is your "family readiness?" How do recent events alter the way Navy families communicate?

Part of family readiness is inevitably tied to communication. The how, when, where and why of how we are able to keep in touch with our sailor during periods of separation.

Living in the 21st century permits us seemingly unlimited communication. We have become accustomed to instant feedback through e-mail, cell phones and beepers. For Navy families, this communication allows us to stay close to our sailors wherever they are in the world. This has improved the quality of life for sailors and their families immeasurably and helps lessen the pain of separation during deployments.

With that said, there are clear pitfalls to all this talking we are able to do. Official channels of communication get muddled as most of the crew's families know when the ship is pulling back in before the ombudsman gets the official word. This breakdown of official channels can lead to miscommunication and disappointments as it is frustrating to be the "last to know." It also has the potential to be destructive to the command climate if the chain of command does not continue to be observed, even via e-mail. The Navy has done an outstanding job with the ombudsman program and as families we need to ensure our information is coming from correct sources and that we do not pass information from incorrect sources.

sip can range from innocent exaggerations to bold-faced lies. If I receive one more spam about how Microsoft is going to send me to Disneyland if I spam 500 of my closest friends, I'll scream. There are a few test questions I would ask before forwarding an e-mail. Do I KNOW this to be true? Does it damage, hurt or degrade others? Is it necessary to share? I would propose if it does not pass this litmus test, it should probably be deleted or at a minimum verified.

As Navy families, there are also issues of security. During World War II there was the mantra, "Loose lips sink ships" meaning the sharing of information about ship's movements or capabilities could be intelligence to our enemies that could put lives in danger. It is a philosophy the Navy carried through the Cold War and then became very lax on after the fall of our chief Cold War adversary, the former Soviet Union. Yet, today, with the Navy and the nation clearly on heightened alert due to the attacks on New York and Washington DC, it is clear that it is time again to voluntarily reinstitute that policy among our sailors and their families. Do not discuss ship's movement or schedule information outside of those that need to know. The bagger at the commissary really doesn't care when USS Always Sail is returning to port anyway.

Do not panic when e-mail shuts down on the ship and do not share that the e-mail is shut down with others. E-mail being cut off is done in the best interests of the ship and its mission. Do not speculate why it is shut down or possible connections to current events. This only creates rumors and confusion that contributes neither to mission nor family readiness. Just relax knowing the command will reinstitute e-mail as early as possible. Begin writing those old-fashioned letters (you may have to run out and buy stationary!!!) Also, try not to clog the

Gossip can run rampant and freely. Gos-

Letter from a CNO Ombudsman-at-Large

Dear Ombudsmen,

First, I'd like to thank all of you in advance for the efforts you will be putting forth on behalf of your families during the deployments that our sailors will be making as part of our response to the attack on our country. Our President has said that this will be a commitment of long duration and that will mean additional sacrifices on the part of our families and our volunteers.

There is a lot of good information elsewhere in this *Journal* that has been offered by people with a lot of experience in the Ombudsman Program. I won't try to repeat it, but keep this issue available and periodically re-read it.

Keep current; keep track of what is available locally – there may be many changes during stressful times. Establish your connections and keep them going.

For those of you that may not have been trained or have had training a long time ago – please schedule your training as soon as possible or get refresher training so that you will have the latest tools and knowledge to do your job. It will make it easier for you and you will be able to better help your families and command.

Keep in touch with your families. Let them know you are there. Sometimes, even if there is no information, just knowing that there is none will

help. It will also help you to keep rumors to a minimum.

Make sure you take care of yourself. You will have to be a calming influence in times of stress – keep your head about you. You need to be able to think as you may be faced with new types of challenges. Your training will stand you in good stead.

It is vitally important that you maintain your credibility. Your families must know that when you give them information it is correct. If you put something out to them and it changes – let them know it was a change. If you put it out wrong, correct it. They must know that you will continue to do that and that you will keep them up to date with the right information.

Work the Command Support Team. They can provide support to you – both in your work and in helping you to pace yourself – and can help you when you are stressed – and you will be!

Again, my thanks to each and everyone of you – for what you have been doing and for what you will be asked to do in the future.

David Tuma
CNO Ombudsman-at-Large
Chairman, Naval Services FamilyLine

(Loose Lips from page 6)

ship's e-mail with spam or file attachments. The really cute poem is better sent printed and sent through the old-fashioned snail mail. Same goes with pictures. Please remember that e-mail is neither completely secure nor completely private. Some communications are still better left to private letters.

Okay, enough “do not’s”; one “do” of communication in the 21st century is the old fashioned mentoring and support to those around us. Call

a new spouse and have them over for coffee or dinner. Attend command family association meetings and get to know the ombudsman and all those in “the same boat” with you. If you do not feel you need the support, then be a supporter to those around you. Investing time in people is never a poor use of time.

In short, let's raise awareness among families that we need to support our service members' efforts on behalf of our nation by being ready

(Loose Lips from page 7)

as families which includes communicating smartly. Family readiness enhances mission readiness. Also remember that all of us are part of the Navy family. Let's do everything we can to support our ombudsmen and each other in the days ahead.

Editors note: Laurie Capen served on the Executive Board at FamilyLine and is a former ombudsman. She and her family are on their way back to sea duty in USS Laboon (DDG-58) in Norfolk.

Message from the Secretary of Defense, Donald H. Rumsfeld to America's Veterans

WASHINGTON (NNS) -- As the men and women who have fought America's wars, you -- more than all others -- understand what the September 11th attack on freedom and democracy means for the days ahead.

More than simple acts of terrorism by radical or unbalanced individuals, this was an attack on our way of life, our country, our home.

In a recent message to U.S. armed forces here and abroad, I spoke of the memorable moments that have marked all great crises throughout our history, images that live forever in our hearts and in our minds.

Not surprisingly, we've seen many such moments during this crisis as well -- moments of remarkable courage and selflessness; moments of fierce patriotism and pride:

Policemen and firefighters working night and day, with no thought for themselves; men, women and children giving blood until the banks are overflowing; businesses and corporations donating coffee, food and water to sustain those who would not stop working; chaplains counseling distraught families; friends and total strangers reaching out in loving gestures of human support.

And everywhere -- the American flag, on buses and taxicabs, in windows and over doorways, as armbands, on jackets and hats, and

most especially, waving in glorious defiance above the smoking and twisted wreckage our enemies have wrought. One such flag, unfurled by firefighters, proudly hangs huge and proud near the gash in the Pentagon wall.

But I also warned that more -- much more -- will be asked of Americans in the weeks and months ahead.

We face well-organized and sophisticated enemies, made all the more powerful by the terror they are so willing to unleash. Now that terror has been brought to our door, we owe it to ourselves and -- as the president has said -- to all future generations, to stop it, eliminate it and destroy it at its core.

Today, all Americans are united in anguish and anger. But we must also be united in purpose and in will.

While the immediate task of vanquishing freedom's enemies will fall to our military men and women, all of us -- particularly those like you who understand the price of freedom -- will be called upon to strengthen our national resolve.

And so, as we ask God's tender mercies on all those who have fallen, we ask also for His guidance and protection for all of us who remain to finish the task now before us.

I thank the same God for America's veterans -- those of you who made us free and kept us free. I thank God for all you have done, and for all I know you will do again, to support peace and final victory.

God bless you, and God bless America.
Donald H. Rumsfeld



PERSONAL AFFAIRS RECORD

(First)

(Middle)

(Last Name)

(Organization)

(Social Security Number)

Permanent or legal address: _____

(No. and Street)

(Town)

(County)

(State)

(Zip Code)

I. Personal data:

1. Birth: _____
(Town) (County) (State) (Mo., Day, Yr.)

2. Naturalization (if applicable) _____
(Mo., Day, Yr.)

by: _____
(Designation and location of court granting naturalization)

3. Parents:

Father: _____
(First) (Middle) (Last Name)

Mother: _____
(First) (Middle) (Maiden) (Last Name)

4. Personal lawyer or trusted friend who may be consulted regarding my personal or business affairs.

(Full Name)

(Street)

(Town)

(State)

(Zip Code)

5. Marriage:

To whom: _____
(First) (Middle) (Last Name)

Place and date: _____
(Town) (County) (State) (Mo., Day, Yr.)

II. Spouse's Personal data:

1. Birth: _____
(Town) (County) (State) (Mo., Day, Yr.)

2. Naturalization (if applicable) _____
(Mo., Day, Yr.)

by: _____
(Designation and location of court granting naturalization)

3. Parents:

Father: _____
(First) (Middle) (Last Name)

Mother: _____
(First) (Middle) (Maiden) (Last Name)

III. Children

1. _____
(Name) (Date and Place of Birth)
2. _____
(Name) (Date and Place of Birth)
3. _____
(Name) (Date and Place of Birth)

IV. Important Papers

1. Will: I have not executed a will.
I have executed a will.

Lawyer's name and address: _____

Executor's name and address: _____

2. Power of Attorney: I have not executed a Power of Attorney
I have executed a Power of Attorney, dated _____
(Mo., Day, Yr.)

V. Insurance:

1. I have the following types of life insurance:

Government Commercial Both

2. Insurance policies (life, health, property, liability or other coverage):

Insurance Company	Type of Coverage	Policy #	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

3. The following life insurance is in effect upon the lives of my spouse and children

Name	Relation	Company	Policy Number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

VI. Designated beneficiary:

Name(s) and address(es) of person or persons designated on my official Record of Emergency Data form to receive settlement of unpaid pay and allowances in the event of my death:

VII. Burial:

1. I desire to interred at _____
(with) (without) military honors.
2. I desire (that the Government grave marker be utilized) (that a monument be erected at the place of my interment at a cost not to exceed \$_____).

VII. Social Security:

(Name) (Social Security Number)

Issued _____
(Date) (Town and State)

Social Security card or stub is located at _____

Social Security tax payments were made in _____
(List Years)

IX. Property ownership or interest

1. Real estate located at _____
The property is encumbered by a _____ (mortgage, deed, etc.)
held by _____
Taxes on the property are paid through year _____
2. Automobile: _____
(Make, Model, Year) (State in which licensed) (License No.)

X. Finance

1. Bank Accounts (include Credit Union, Savings & Loan Association)

(Type of Account) Located _____
(Name and Location of Bank)

(Type of Account) Located _____
(Name and Location of Bank)

(Type of Account) Located _____
(Name and Location of Bank)
2. Loans
Borrower(s) _____
Lender _____
Address _____
Telephone no. _____ Account no. _____
Amount of loan \$ _____ Interest _____ %
Payment \$ _____ per _____ Period of loan: from _____ to _____
3. Mortgages
Borrower(s) _____
Lender _____
Address _____
Telephone no. _____ Account no. _____

Mortgage Loan \$ _____ Interest _____ %
Payments: \$ _____ per _____ Mortgage period: from _____ to _____
Add as many similar entries as may be needed to show all bank accounts.

4. Credit Cards

a. Issued to _____ Issued by _____
Account no. _____ Expiration date _____
Telephone no. _____

a. Issued to _____ Issued by _____
Account no. _____ Expiration date _____
Telephone no. _____

a. Issued to _____ Issued by _____
Account no. _____ Expiration date _____
Telephone no. _____

XI. Safe deposit box

1. Name of bank or trust company _____
Address _____
Box no. _____ Key no. _____
Contents _____

2. Location of safe deposit box key: _____

XII. Stocks and Bonds

1. U.S. Bonds – denomination Number In name of

2. Stocks and other securities
Company Certificate number

Carried in account maintained with _____
(Broker)

XIII. Passports

Name	Number	Expiration date
_____	_____	_____
_____	_____	_____
_____	_____	_____

XIV. Enter any additional data regarding insurance, allotments, military records, instructions to dependents, VA claim number, any former service or serial number, etc. _____

This personal affairs record was last checked by me on _____

Date: _____ Signature: _____

PERSONAL RECORDS LOCATOR

Documents/Records	Location	Identification No.
Adoption _____		
Automobile _____		
Bank Statements & Canceled Checks _____		
Birth _____		
Burial Plan _____		
Business Agreements _____		
Checking Account _____		
Employee Benefit _____		
Employment Record _____		
Income Tax _____		
Insurance Policies _____		
Marriage _____		
Military _____		
Mutual Funds _____		
Personal Property _____		
Post Office Boxes _____		
Real Estate Deeds _____		
Safe Deposit Boxes _____		
Savings Accounts _____		
Securities _____		
Trust Agreements _____		
Veterans Administration _____		
Will _____		

EMERGENCY DATA SHEET

Name _____

Address _____ Phone _____

Place of Work _____ Phone _____

Children #1 #2 #3 #4

Name _____

Birth date _____

School _____

Homeroom/Teacher _____

Parent's Names _____

Address _____

Phone _____

Spouse's Parents _____

Address _____

Phone _____

Automobiles #1 #2 #3 #4

Make _____

Year _____

Color _____

License Plate # _____

Religion _____ Denomination _____

Church Attending _____

Minister, Priest or Chaplain Name _____

In the event of an emergency, who in addition to the CO's spouse, would you like to have notify you?
(A special friend, etc.) _____

Do you want a chaplain and/or your priest or minister to come? _____

If away, do you want to be notified directly or by family or friends you're with? _____

Specific Instructions (i.e., people you would wish to notify parents in event of illness or other reason, any medical, health, or medicine problems which might be pertinent, anyone you would not want to come during an emergency, etc.) _____

People to be notified *other than* those listed on spouse's emergency data form (name, address, phone) _____

Personal Comments _____

FIELD REPS NEEDED FOR NAVAL SERVICES FAMILYLINE!

We depend upon our Field Representatives to be our eyes and ears at Navy, Marine Corps and Coast Guard stations around the world. If you would like to share information about FamilyLine's publications and services in your local area, PLEASE email Deborah Mullen at Nsfamline@aol.com. This is an exciting and worthwhile opportunity for anyone interested in providing support and assistance to the families in their local community.



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★ Did you know that anything that is printed in ★
★ the *Ombudsman Journal* can be used in your ★
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NAVAL SERVICES FAMILYLINE CAN HELP YOU WITH FAMILY READINESS

Don't forget that Naval Services FamilyLine produces a wonderful portfolio of information including rights and benefits, financial info and basic Navy information that would prove valuable to all Navy, Marine Corps and Coast Guard families. It is available free of charge and can be ordered via e-mail at NSFamilyline@aol.com. You can also call us TOLL-FREE at 1-877-673-7773



Did you know that the Serviceman's Group Life Insurance (SGLI) will now offer insurance covering spouses and children? The change is effective November 1st. Most people think that a stay-at-home spouse doesn't need life insurance coverage, but if you had to pay someone to do all the things the spouse does, it would amaze you how much it would cost! You can check out the plans offered at the SGLI website— <http://www.insurance.va.gov/sglivgli/sglifam.htm>.

While you are checking out websites, check out the new Thrift Savings Plan website. Beginning on October 9, 2001, members of the uniformed services will be able to enroll in the Thrift Savings Plan (TSP) during a special enrollment period. TSP is a retirement savings and investment plan. This is the first time the uniformed services have been allowed to set up a plan similar to a 401k plan. For information on TSP go to <http://www.tsp.gov/> and click on the uniformed services button.

Consider Help Through Donation:

WASHINGTON (NNS) -- The Department of Defense suggests that anyone considering making a donation contact one or more of the organizations listed below.

-- Army Emergency Relief Society Pentagon Victims Fund, (703) 325-0463, <http://www.aerhq.org>;

-- Navy & Marine Corps Relief Society Pentagon Assistance Fund, (703) 696-4904, <http://www.nmcfs.org>;

-- Federal Employee Education & Assistance Fund, (303) 933- 7580, <http://www.feea.org>.

Additional information regarding donations may be obtained from the Federal Emergency Management Agency at http://www.fema.gov/nwz01/nwz01_103.htm.

The Department of Defense asks that anyone wishing to make a donation not call the toll-free number of the Pentagon Family Assistance Center. That number is reserved for families.

"In the face of great perils never before encountered, our strong purpose is to protect and to perpetuate the integrity of democracy.

For this we muster the spirit of America, and the faith of America..

We do not retreat. We are not content to stand still.

As Americans, we go forward, in the service of our country, by the will of God.

—FRANKLIN D. ROOSEVELT, THIRD

INAUGURAL ADDRESS

**Check out the new BUPERS
Ombudsman Website!**

It's full of great information, links and training help.

www.persnet.navy.mil/pers66/ombudsman1/index.html

NAVAL SERVICES FAMILYLINE

Ombudsman Network Advisory Committee

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MCPON Spouse

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Editor, Ombudsman Journal

Naval Services FamilyLine is an all-volunteer, non-profit organization dedicated to improving the quality of life for sea service families. All Navy, Marine Corps, and Coast Guard spouses are automatic members and no dues are required.

Our mission is to empower Sea Service families to meet the challenges of a military lifestyle with information and resource assistance.

Naval Services FamilyLine volunteers provide assistance, information or referral in all matters pertaining to the military or its lifestyle, and its chairman serves as one of the Chief of Naval Operations' Navy-wide Family Ombudsmen-at-Large. Naval Services FamilyLine also produces and provides informational booklets, and coordinates educational seminars. Volunteers are at the office Monday through Friday from 10:00 am to 1:00 pm eastern time.

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